



CITY OF BEND

City of Bend Winter Quarter Average (WQA) Winter Leak Adjustment Request Policy

To qualify for a WQA winter leak adjustment the following conditions must be met:

- The leak must have occurred during the months used to calculate the WQA (December, January and February).
- The leak must be repaired and the repairs must be permanent.
- The completed “WQA Winter Leak Adjustment Request” form and documentation, such as repair invoices, must be submitted to the City’s Utility Billing office by **June 30th of the current year.**

A water leak is defined as an unpreventable break in the water and/or sprinkler system.

Some common examples of a water leak:

Frozen pipes due to inclement weather, tree roots causing breaks in the system, or broken parts within the system.

Some common examples of constant consumption that are not a water leak:

Hose left running, water feature, valves not closed correctly or faucets left open intentionally or by accident, improper use, settings or management of sprinkler system.

The City does not reimburse for any parts or repair costs that were incurred because of the leak.

Questions – Please contact Utility Billing at 541-388-5515

Adjustment Request Procedure:

Complete the WQA Winter Leak Adjustment Request Form (page 2). If you need a new copy, you can find the form on the City of Bend website at www.bendoregon.gov/utilitybilling or request one from the City of Bend Utility Billing office by:

Phone: 541-388-5515

E-mail: UtilitiesOnline@bendoregon.gov

In Person: City of Bend Utility Billing
639 NW Franklin Ave
Bend, OR 97703

Mail: City of Bend Utility Billing
PO Box 1024
Bend, OR 97709

Customers of Other Water Providers

Requests for WQA adjustments made by customers of other water providers paying a City of Bend sewer bill follow the same procedure, plus one additional step:

- Include copies of your water account billing history for current and previous year. After examining your billing history, we may ask you for additional, follow-up information.



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**City of Bend Winter Quarter Average (WQA)
Winter Leak Adjustment Request Form**

Check the box next to your water provider:

☐ City of Bend

☐ Avion

☐ Roats

☐ Seventh Mountain Golf Village Water Company / Widgi Creek

Customer Name: _____ Account #: _____

Service Address: _____

Phone: _____ Email: _____

Date Leak Discovered: _____ Date Leak Repaired: _____

Description of Leak (*faucet, toilet, water line, etc.*): _____

Description of the Repair (*include repair invoice or receipts*): _____

Customer Signature: _____ Date: _____

By signing this form, you acknowledge the City of Bend's WQA Winter Leak Adjustment Policy.

Please sign and return to the City of Bend Utility Billing office:

Email:

UtilitiesOnline@bendoregon.gov

Fax:

(541) 385-6675

Physical Address:

City of Bend Utility Billing
639 NW Franklin Ave
Bend, OR 97703

Mailing Address:

City of Bend Utility Billing
PO Box 1024
Bend, OR 97709

Internal Use Only

Date Received: _____ Received By: _____

INFOR Entry/Scan Date: _____ Entered By: _____

Leak Confirmed Y/N: _____ New WQA: _____ WQA Review Year(s): _____

Adjustment & Notes Entered in System Y/N: _____ Date: _____

Approved By: _____ Date Approved: _____